



Workload Management Dashboard, Calendar, and Task List; IA – Detail Dashboard



WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

Slide

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Workload Management Dashboard & Tools

Initial Assessment

- Workload Management Dashboard
 - Provide Worker and Supervisor graphics and details
- Calendar and Task List
 - System-generated visual of when IA items are due.
 - Ability to add items manually.

Caseload

- Expands the Dashboard and Calendar / Task List to include Ongoing cases.
 - Assist in the cleanup of casework;
 - Greater understanding of current caseload.

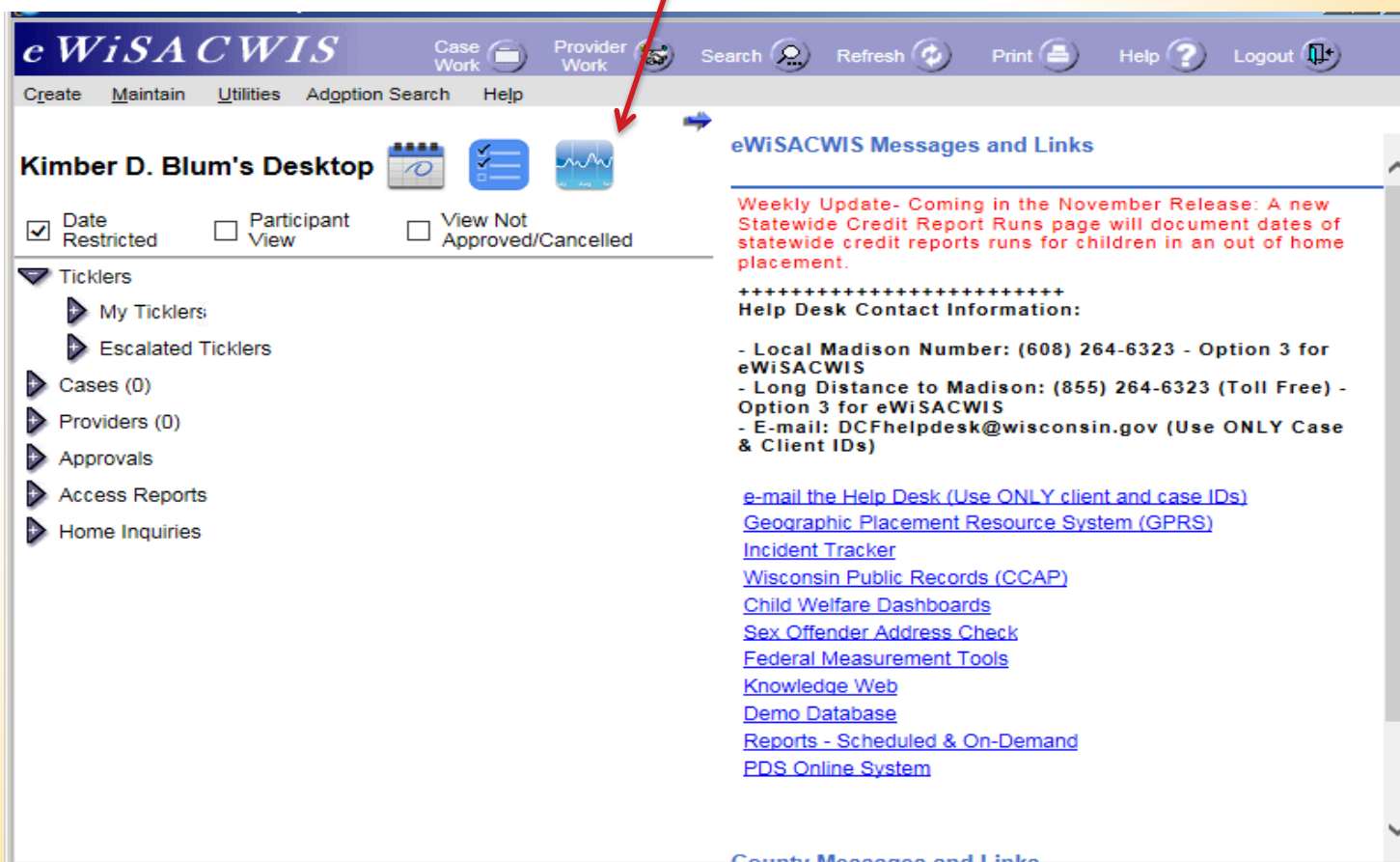
I.A. Workload Management Dashboard

- What is it?
 - Provides the user with a view of current Initial Assessment caseloads, including:
 - Overview of:
 - Current open IA's and length of time open
 - Initial face to face results (as documented)
 - Initial Assessment performance by month for up to 5 years (number of IA's completed, IA timeliness and initial face to face timeliness)
 - Trend of overdue, completed and pending IA's
 - IA case specific details by worker, unit and/or county
 - How many IA's open to each worker (length of time open)
 - Excel spreadsheet availability that provides case specific details

I.A. Workload Management Dashboard

WHERE IS IT?

The Dashboard can be easily accessed from your desktop



I.A. Workload Management Dashboard

- What are the benefits?
 - Be able to easily access your workers current caseload. Which can assist with:
 - Supervisors:
 - Staff assignments to new cases
 - Caseload review
 - Staffing-current cases, overdue cases, initial face to face contacts
 - Managers/Directors:
 - Be able to see the county's performance as a whole and/or how each supervisor's team is performing.
 - Determine any trends for up to the previous 5 years
 - Manage overdue cases

I.A. Workload Management Dashboard

Let's take a look

I.A. Workload Management Tools

Calendar

View

☒ Tasks (System) ☒ Tasks (Manual) ☐ Events (Financial) ☐ Completed Tasks Escalated: Worker: ☐ My County's Workers

today **October 2015**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30 ▲ Smile More AndersonK, Julie	1	2	3
4	5	6 ▲ Case Plan Due Jeffers, Janet	7	8	9	10 ▲ IA Due Bird, Big
11 ▲ IA Due Badger, Babygirl	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Overdue Task List

Due Date	Due In	Case/Provider Name	Participant(s) Name	Task Name	Responsible Worker	Shared With
10/11/15	-15	Badger, Babygirl (9223924)	N/A	IA Due	Worker, Milwaukee	
10/10/15	-16	Bird, Big (9223802)	N/A	IA Due	Worker, Milwaukee	
10/06/15	-20	Jeffers, Janet (9223702)	N/A	Case Plan Due	Worker, Milwaukee	
09/30/15	-26	AndersonK, Julie (9221339)	N/A	Smile More	Worker, Milwaukee	
09/24/15	-32	AndersonT, Julie (9221348)	AndersonT, Johnny (9222512)	happy	Worker, Milwaukee	
09/24/15	-32	AndersonT, Julie (9221348)	AndersonT, Johnny (9222512)	happy	Worker, Milwaukee	

[Task List](#) [Create Task](#)

I.A. Workload Management Tools

Creating a Task

Task -- Webpage Dialog

eWiSACWIS Print Spell Check Help

Task Details

Type: Created On: Created By:

Start Date: Due/End Date: Completed On: Completed By:

Task Name:

Description:

Case Name:

Participant(s): N/A

Worker Information

Responsible Worker: Shared With:

Copy Delete Save Close

I.A. Workload Management Tools

Task List

Task List - Internet Explorer

eWiSACWIS *LCL pdemo demo*

Refresh Print Help ?

View
Worker: ☐ My County Due:

Today
Next 10 Days
Next 6 Months
Next 12 Months
Overdue

 Escalated: Case:

Task List as of 11/13/15 11:10 AM

Tasks 1 to 50 of 64 [Next>](#)

Due Date	Due In	Case/Provider Name	Participant(s) Name	Task Name	Responsible Worker	Shared With
09/11/05	-3715	Ghost, Cassie (700008)	N/A	IA Due	Worker, State	
11/12/05	-3653	Ghost, Cassie (700008)	N/A	IA Due	Worker, State	
04/30/11	-1658	Indiana, Hank (9222096)	Indiana, Heather (9226343)	Perm Plan Due	Worker, State	
09/01/11	-1534	Indiana, Hank (9222096)	Indiana, Heather (9226343)	6-month CANS	Worker, State	
09/01/11	-1534	Indiana, Hank (9222096)	Indiana, Heather (9226343)	Perm Plan Review	Worker, State	
03/01/12	-1352	Indiana, Hank (9222096)	Indiana, Heather (9226343)	Perm Plan Hearing	Worker, State	
04/28/12	-1294	Kidd, Mom (9222239)	N/A	IA Due	Worker, State	
05/17/12	-1275	Kellogg, Kathy (9222262)	N/A	IA Due	Worker, State	
05/23/12	-1269	Kellogg, Kathy (9222262)	N/A	IA Due	Worker, State	
05/24/12	-1268	Kellogg, Kathy (9222262)	N/A	IA Due	Worker, State	
05/24/12	-1268	Waukesha, Mom (9222261)	N/A	IA Due	Worker, State	
05/24/12	-1268	Waukesha, Mom (9222261)	N/A	IA Due	Worker, State	
05/31/12	-1261	Indiana, Hank (9222096)	Indiana, Heather (9226343)	ASFA Exceptions	Worker, State	
06/12/12	-1249	Unknown, Sabrina (9222822)	N/A	IA Due	Worker, State	
06/13/12	-1248	Unknown, Sabrina (9222822)	Unknown, Sabrina (9228013)	Perm Plan Due	Worker, State	
07/22/12	-1209	Doe, Rudolph J L. (9222821)	Doe, Rudolph J L. (9227998)	CSE	Worker, State	
07/22/12	-1209	Unknown Unknown	Doe, Rudolph J L. (9227998)	CSE	Worker, State	

[My Calendar](#) [Create Task](#) [Close](#)

100%

I.A. Workload Management Tools

Scheduled Improvements to Calendar and Task List for IA

- Initial Face to Face reminder
 - Informational only ⓘ
- Workers with an assignment of Initial Assessment – Secondary will automatically have Face to Face and IA Due Tasks Shared with them.

I.A. Workload Management Tools

County feedback

Caseload Management Dashboard

Let's take a look!

Caseload Management Dashboard

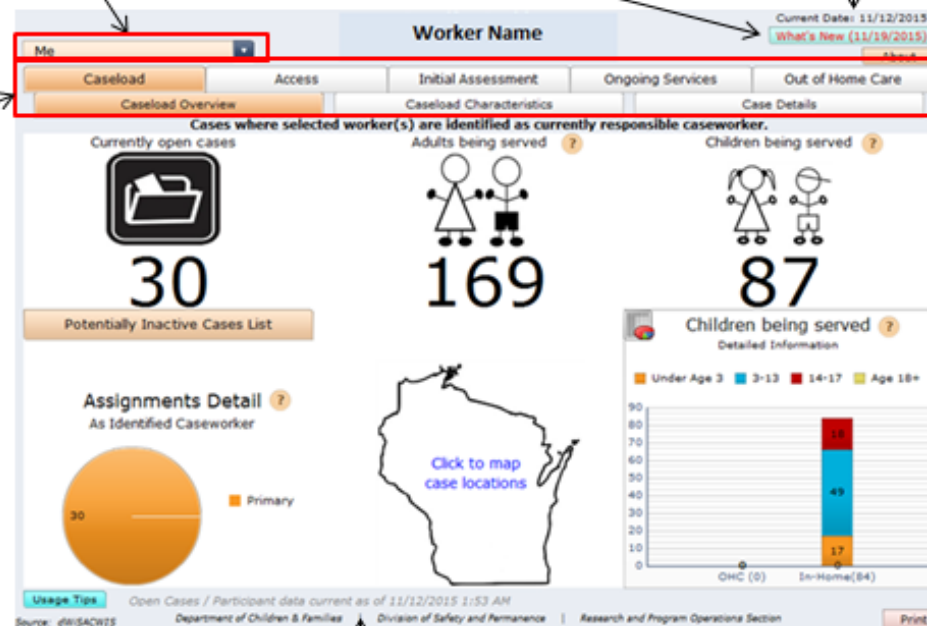
Overall Organization

- All users may see their own workloads, the county aggregation, or a statewide aggregation.
- Supervisors may select any worker within their county to view workload details.
- Supervisors may select to view their own workers.

Periodic news regarding new features or changes made to the dashboard. The date shows the last time an announcement was added.

Today's date, included for printing purposes.

Select the workload subset (Case load, Access, etc.) you would like to view. The tabs underneath provide further data regarding that subject area.



Date and time the data is current as of. This should be dated from the previous evening, and will not refresh throughout the day.

Click here to print this screen.

Caseload Management Dashboard

Workload Management – Caseload

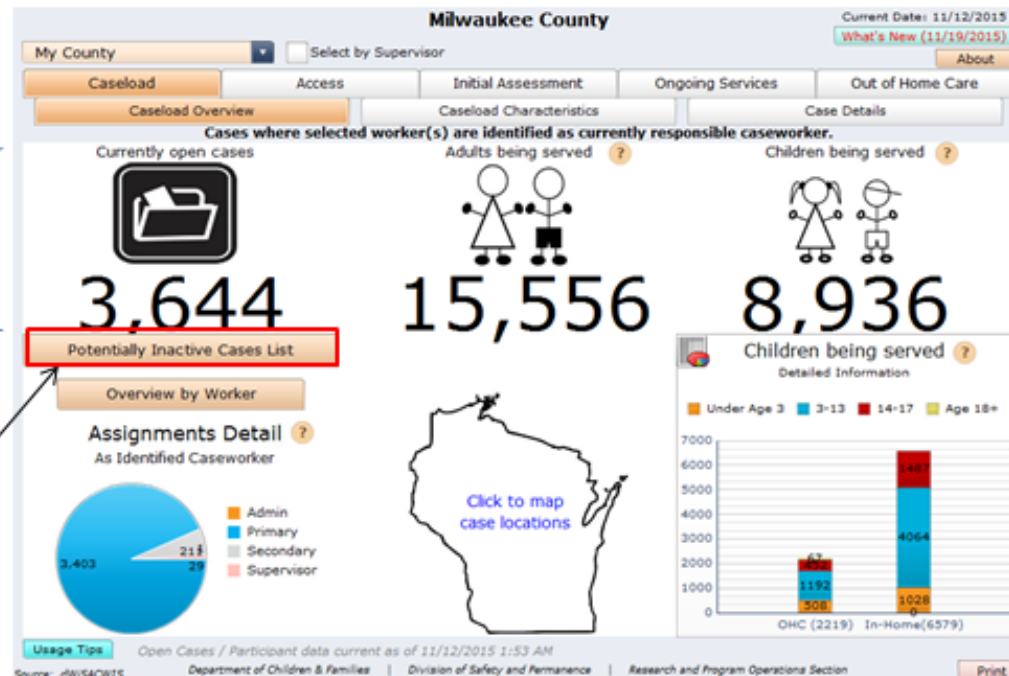
Caseload Overview – Provides counts of the selected worker or group's caseload, and details on their demographics and location.

Counts of this worker(s) currently open cases, adults, and children being served.

List of all cases; A red alert graphic indicates cases where there has not been a documented Face to Face contact within the last 80 days, or no casework was approved within the last six months.

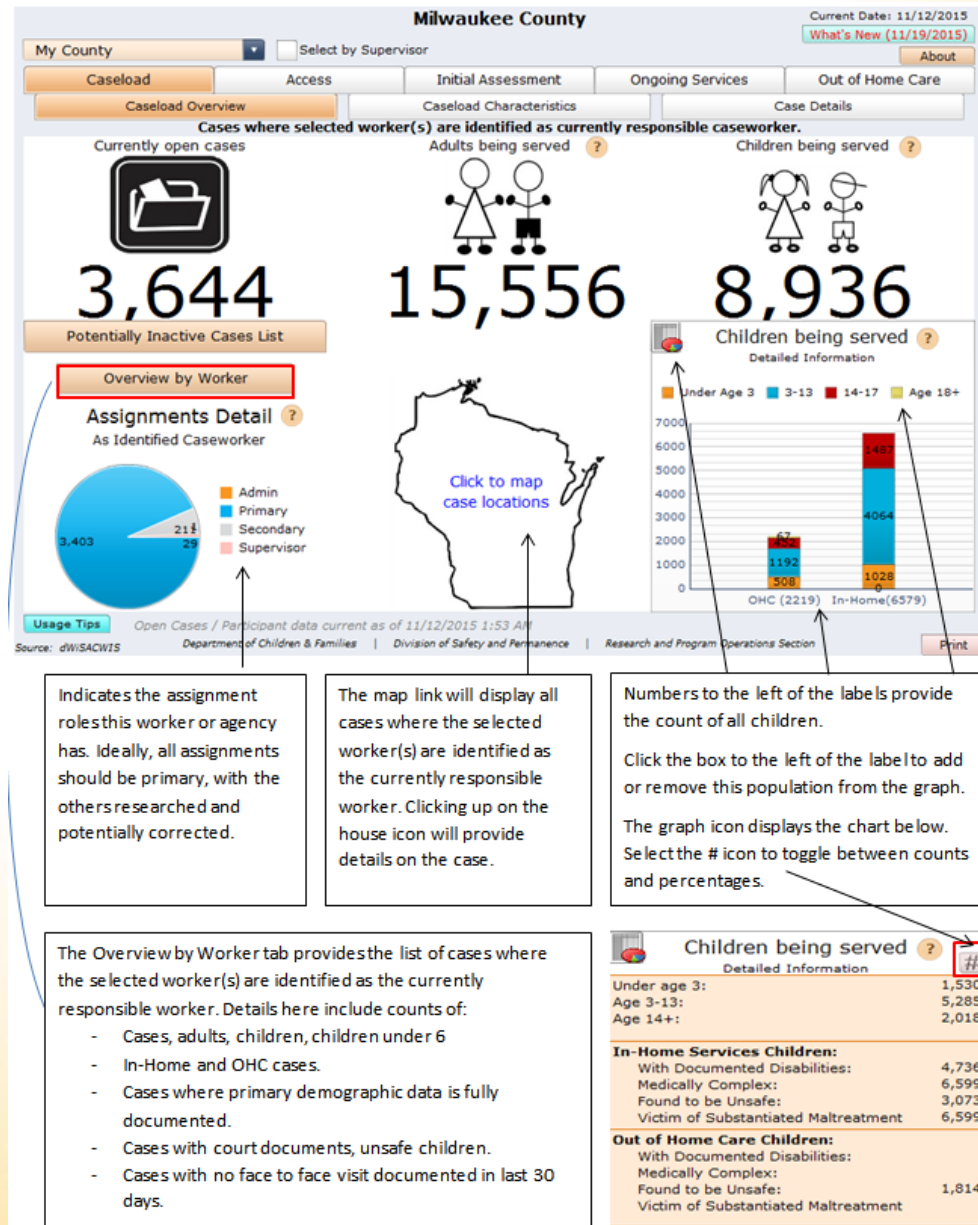
This button exports this data to an Excel spreadsheet for further analysis.

These headers may be clicked to sort the data.



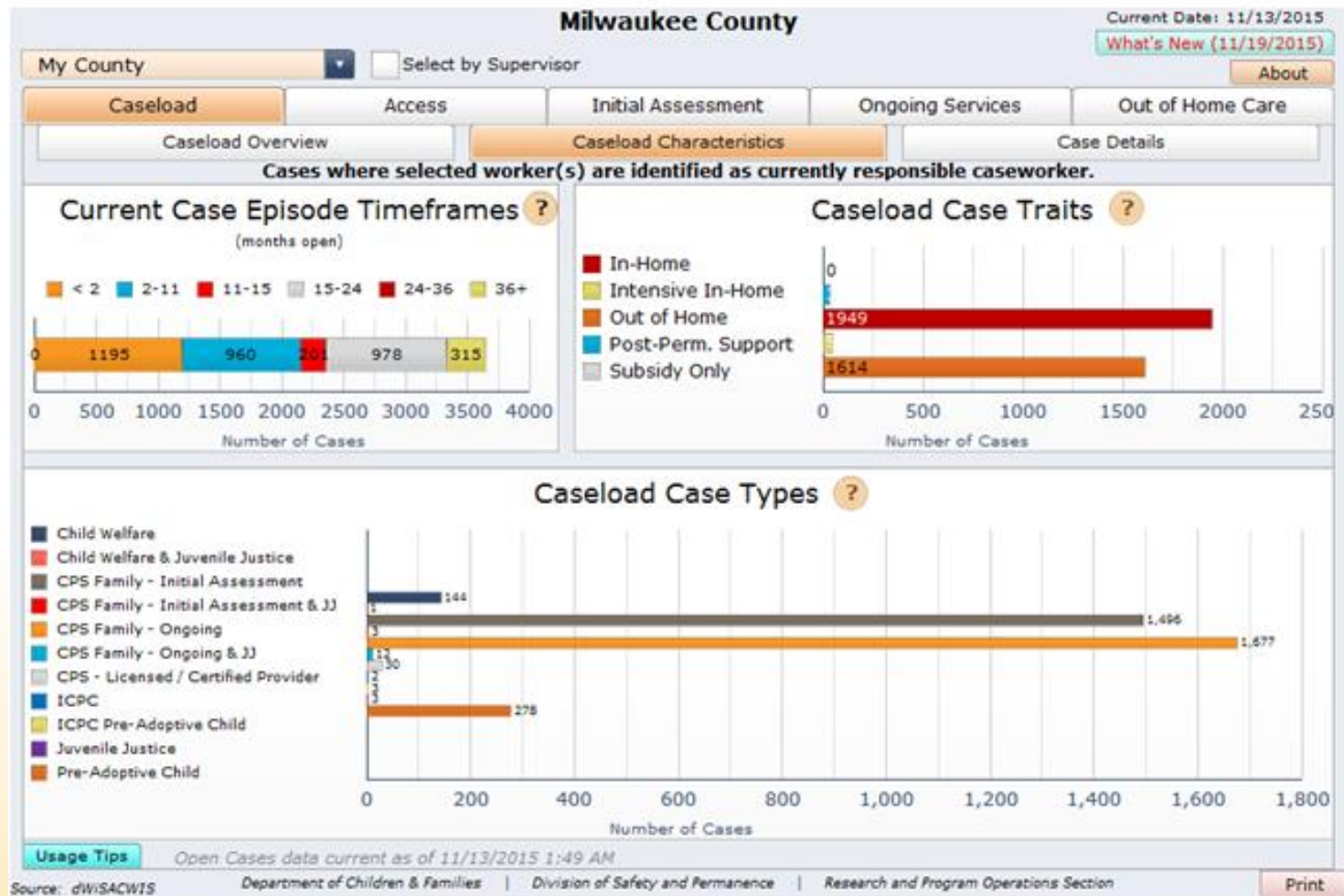
Cases where selected worker(s) are identified as currently responsible caseworker.							
Worker	Case Name	Months Open	Children in OHC	Access Reports	Prior Case Episodes	Days Since F2F Contact	Days Since Last Aprvd Casework

Caseload Management Dashboard



Caseload Management Dashboard

Caseload Characteristics – Description of the amount of time cases have been open, descriptions of the cases, and case types assigned to these cases.



Caseload Management Dashboard

Case Details – List of cases assigned to this worker(s)

Current Date: 11/13/2015
[What's New \(11/19/2015\)](#)

My County ▼ ☐ Select by Supervisor [About](#)

Caseload

Access

Initial Assessment

Ongoing Services

Out of Home Care

Caseload Overview

Caseload Characteristics

Caseworker Details

Cases where selected worker(s) are identified as currently responsible caseworker.

Worker	Case Name	Months Open	Persons Served	All Children / Under 6	OHC / In-Home Children	Primary Demogr Doc'd	Court Doc't	Unsafe Children	Days Since Contact	Case traits
Worker Name	Case Name, Case ID	1.2	9	2 \ 1	0 \ 2	%	N	1	51	In-Home Services
Worker Name	Case Name, Case ID	3.7	3	1 \ 1	0 \ 1	%	N	1	86	In-Home Services
Worker Name	Case Name, Case ID	4.6	15	5 \ 2	0 \ 5	%	N	3	3	In-Home Services
Worker Name	Case Name, Case ID	4.5	10	4 \ 4	0 \ 4	%	N	4	128	In-Home Services
Worker Name	Case Name, Case ID	3.1	7	3 \ 0	0 \ 3	%	N	1	0	In-Home Services
Worker Name	Case Name, Case ID	2.5	6	4 \ 0	0 \ 4	%	N	1	0	In-Home Services
Worker Name	Case Name, Case ID	3.2	5	3 \ 0	0 \ 3	%	N	3	81	In-Home Services
Worker Name	Case Name, Case ID	1.4	4	1 \ 0	0 \ 1	%	N	1	39	In-Home Services
Worker Name	Case Name, Case ID	1.9	15	7 \ 3	0 \ 7	%	N	2	30	In-Home Services
Worker Name	Case Name, Case ID	3.4	7	5 \ 3	0 \ 5	%	N	3	86	In-Home Services
AVERAGE values	per *case*	26.4	6.8	2.5 \ 0.8	0.6 \ 1.9	0.0%	49.8%	139.3%	83.9	

[Usage Tips](#)
Open Cases / Participant data current as of 11/13/2015 1:49 AM

Source: dWISACWIS
Department of Children & Families | Division of Safety and Permanence | Research and Program Operations Section
[Print](#)




Caseload Management Tools

The November release will add the following ticklers:

- Permanency Plan Due
- Case Plan Due (60 Days, 120 Days, and 6 months)
- Permanency Plan Review (6 month) and Permanency Plan Hearing (annual)
- ASFA Exceptions
- Independent Living Assessment and Independent Living Plan
- Independent Living Transition to Discharge
- NYTD 17 Survey
- Update Pending Tribal Membership Status
- Intensive In-Home Services
- Report to Court Due

PRT Action Step task

- A new task will be created when a worker is assigned an Action Step as part of a permanency consultation.

eWiSACWIS UAT Print  Spell Check  Help 

Task Details

Type: Created On: 11/12/2015 Created By: Supervisor, Brown

Start Date: Due/End Date: Completed On: Completed By:

Task Name:

Description:

Case Name:

Participant(s): Bird, Baby

Worker Information

Responsible Worker:

Shared With:

For February

- Approval Messages
 - Messages will be sent to supervisors whenever a piece of work has been sent for approval.
 - And, sent to workers whenever something has been approved.
 - Messages can be turned on or off for the county/site.
- AFCARS Ticklers
- Ability to add tasks that recur on a regular basis.

Task -- Webpage Dialog

eWiSACWIS

PrintSpell CheckHelp

Task Details

Type: Event (eWiSACWIS)RecurringCreated On:Created By:

Start Date: 00/00/0000End Date: 00/00/0000

Task Name: Task Name...

Description: Description...

Recurring Task Details

☒ Daily☐ Weekly☐ Monthly☐ Yearly

Recurring Task Start Date: 08/01/2015Recurring Task End Date: 08/31/2015

☐ Every day☒ Every weekday

CopyDeleteSaveClose

Slide

21

For Supervisors

- Supervisors will be able to view multiple workers task on the calendar at the same time.

Calendar - Windows Internet Explorer

eWiSACWIS

Refresh Print Help

View

☒ Tasks (System) ☒ Tasks (Manual) ☐ Events (Financial) ☐ Completed Tasks Escalated: Include Workers: Multi-Select Workers ☐ My County's Workers

today

September 2015

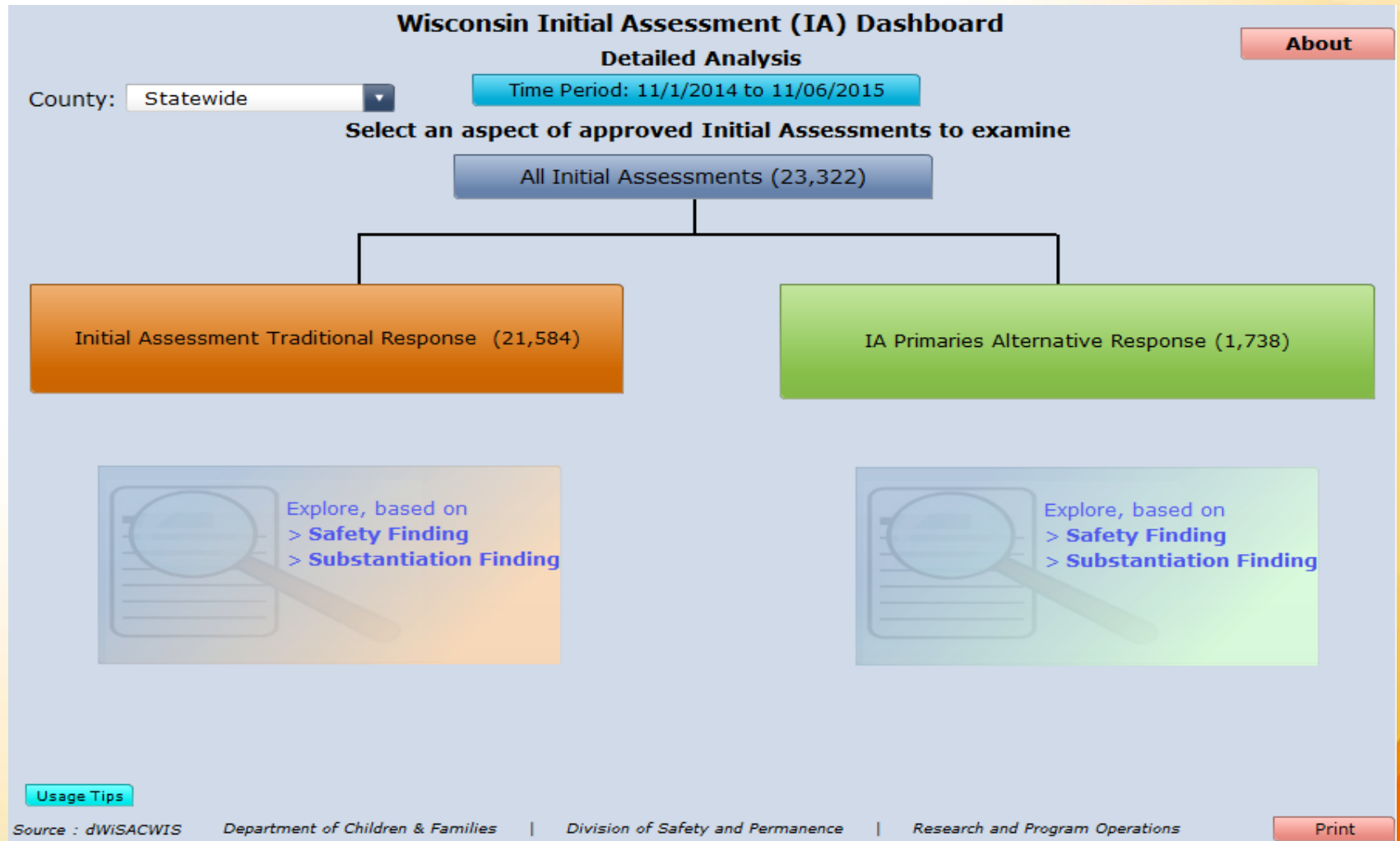
month week day

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5

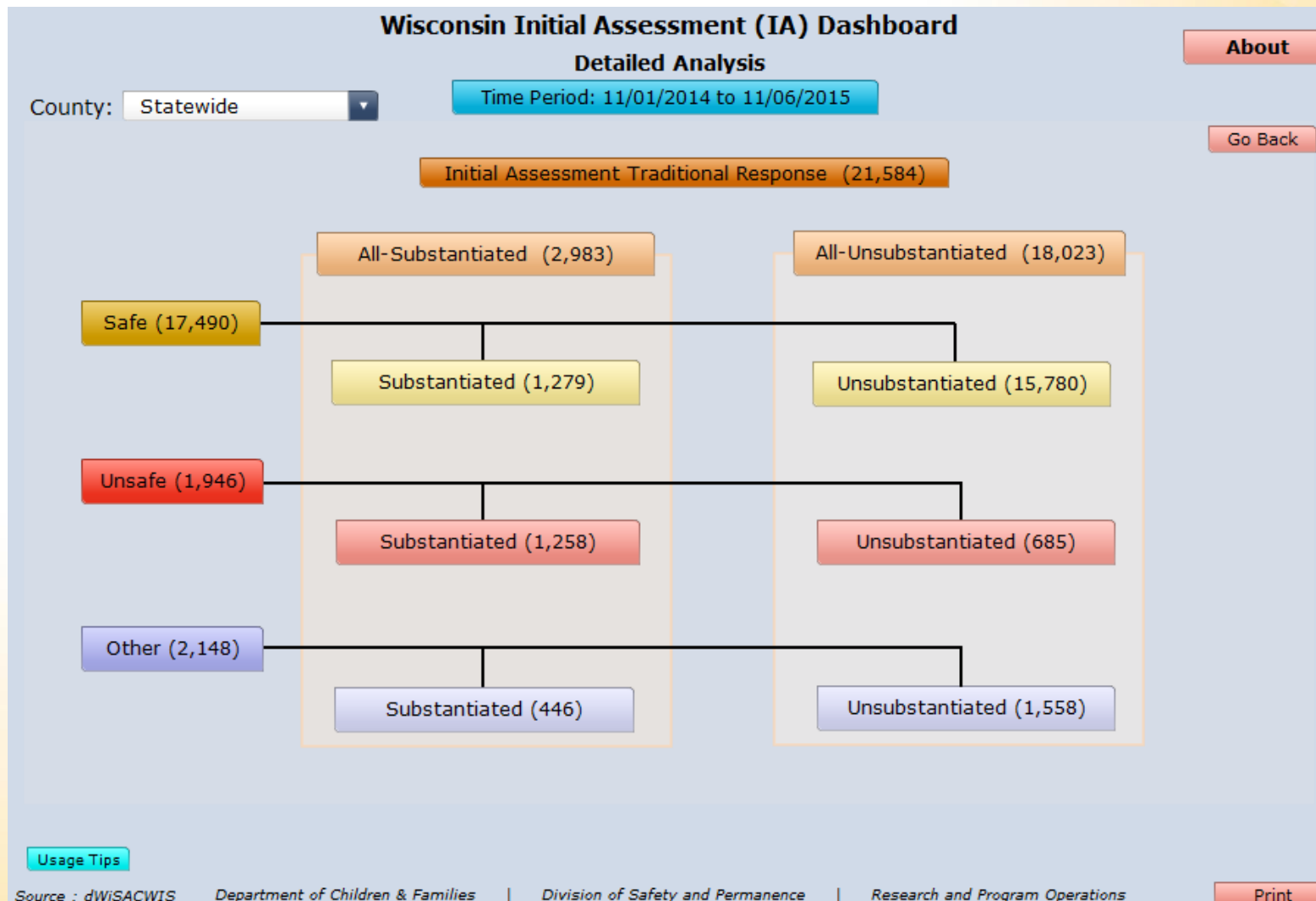
I.A. – Details Dashboard

- Provides information on completed I.A.s including caseload details and information on alleged victims and alleged maltreaters.
- Usefulness: Greater understanding of caseload, and may be used to help inform practice.

I.A. – Details Dashboard



I.A. – Details Dashboard



I.A. – Details Dashboard

Wisconsin Initial Assessment (IA) Dashboard

Detailed Analysis

[About](#)

County:Statewide
 Time Period: 11/01/2014 to 11/06/2015

Traditional Response, All IA Findings, All Safety Findings
[Close](#)

All Initial Assessment Types ▼
Results and Disposition
Alleged Victims
Alleged Maltreaters

Caseload	Count	Percent
IA Completed	21,031	N/A
Unique Family Cases	18,312	N/A
Unique Victims	29,268	N/A
Unique Maltreaters	23,204	N/A

Safety Finding	Count	Percent
Safe	17,064	81.1%
Unsafe	1,861	8.8%
-	2,106	10.0%

Allegation Finding	Count	Percent
Substantiated	4,427	11.1%
Unsubstantiated	34,115	85.9%
Not able to locate source	1,167	2.9%

IA Disposition- Cases Opened	Count	Percent
Case currnt. open for ongoing serv.: Pet	192	6.53%
Case currnt. open for ongoing serv.: Vol	519	17.65%
Case transfer for inhome safety services	1831	62.26%
Case transferred for inhome services	77	2.62%
Case transfer to ongoing CPS serv.: Vol.	322	10.95%

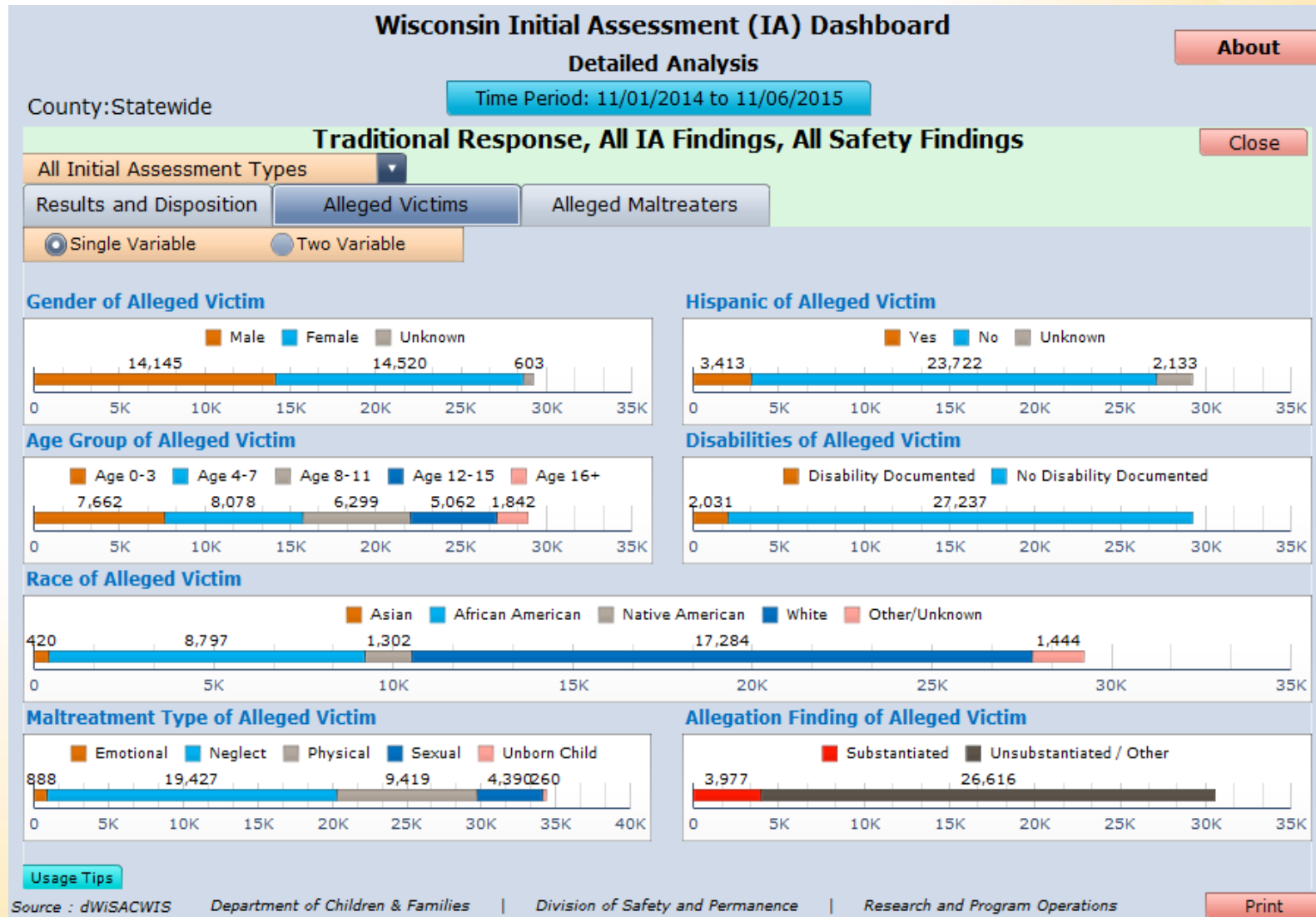
IA Disposition- Cases Closed	Count	Percent
Family refu. services court not feasible	707	3.92%
No conditions making child unsafe found	12860	71.33%
Others can/will keep the child safe	1035	5.74%
Services needed are not of a CPS nature	3427	19.01%

[Usage Tips](#)

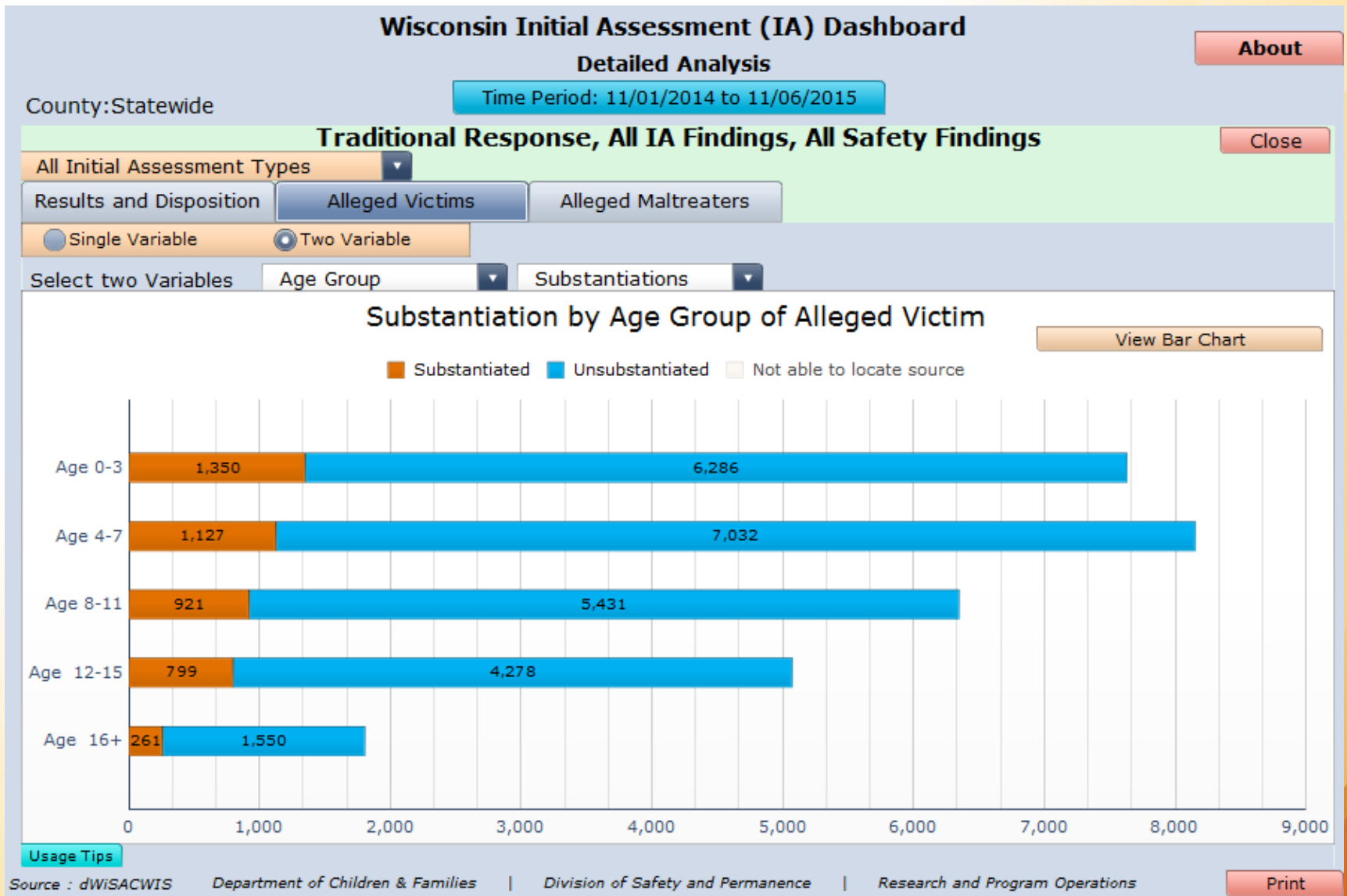
Source : dWiSACWIS
Department of Children & Families
Division of Safety and Permanence
Research and Program Operations

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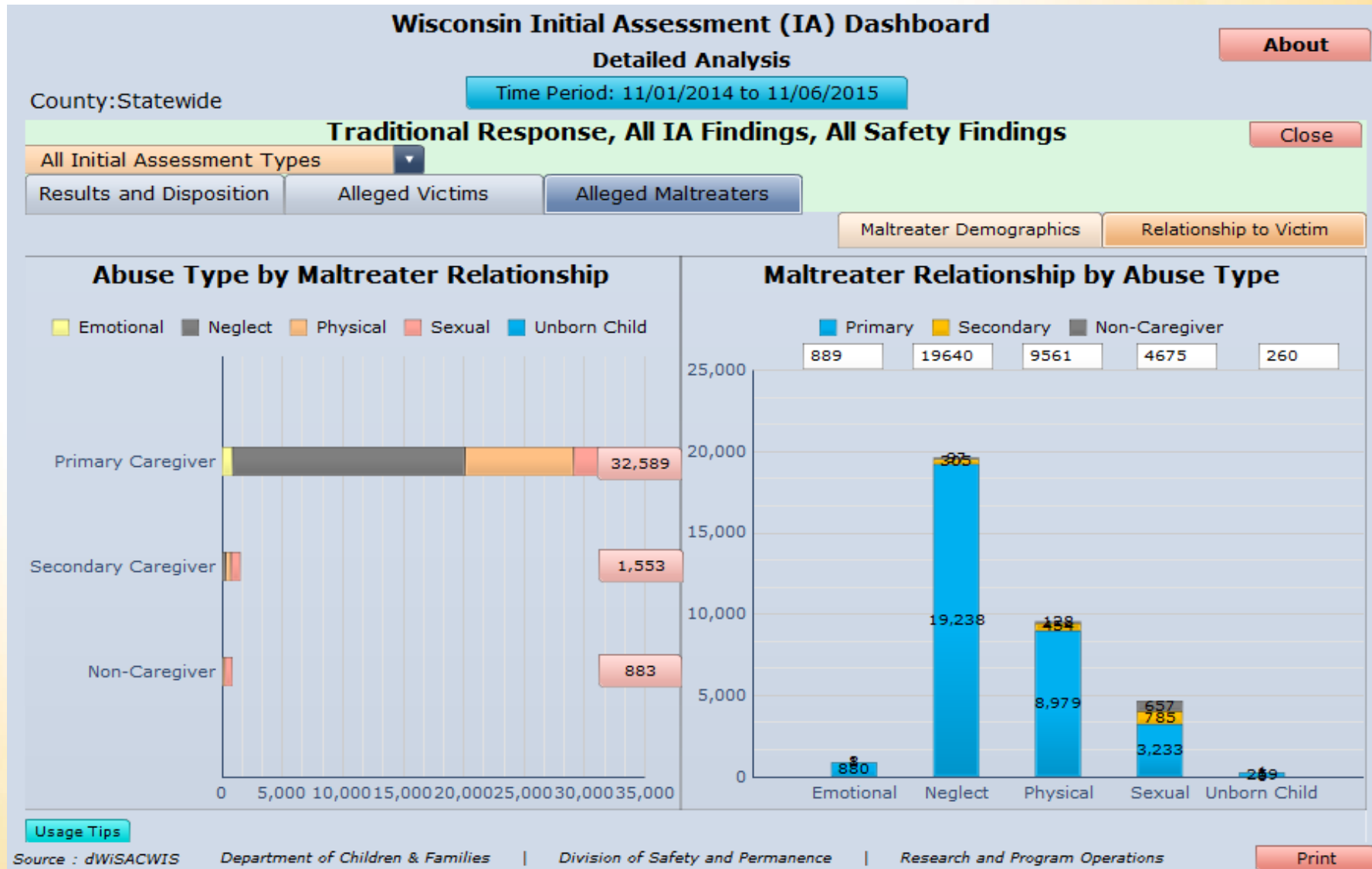
I.A. – Details Dashboard



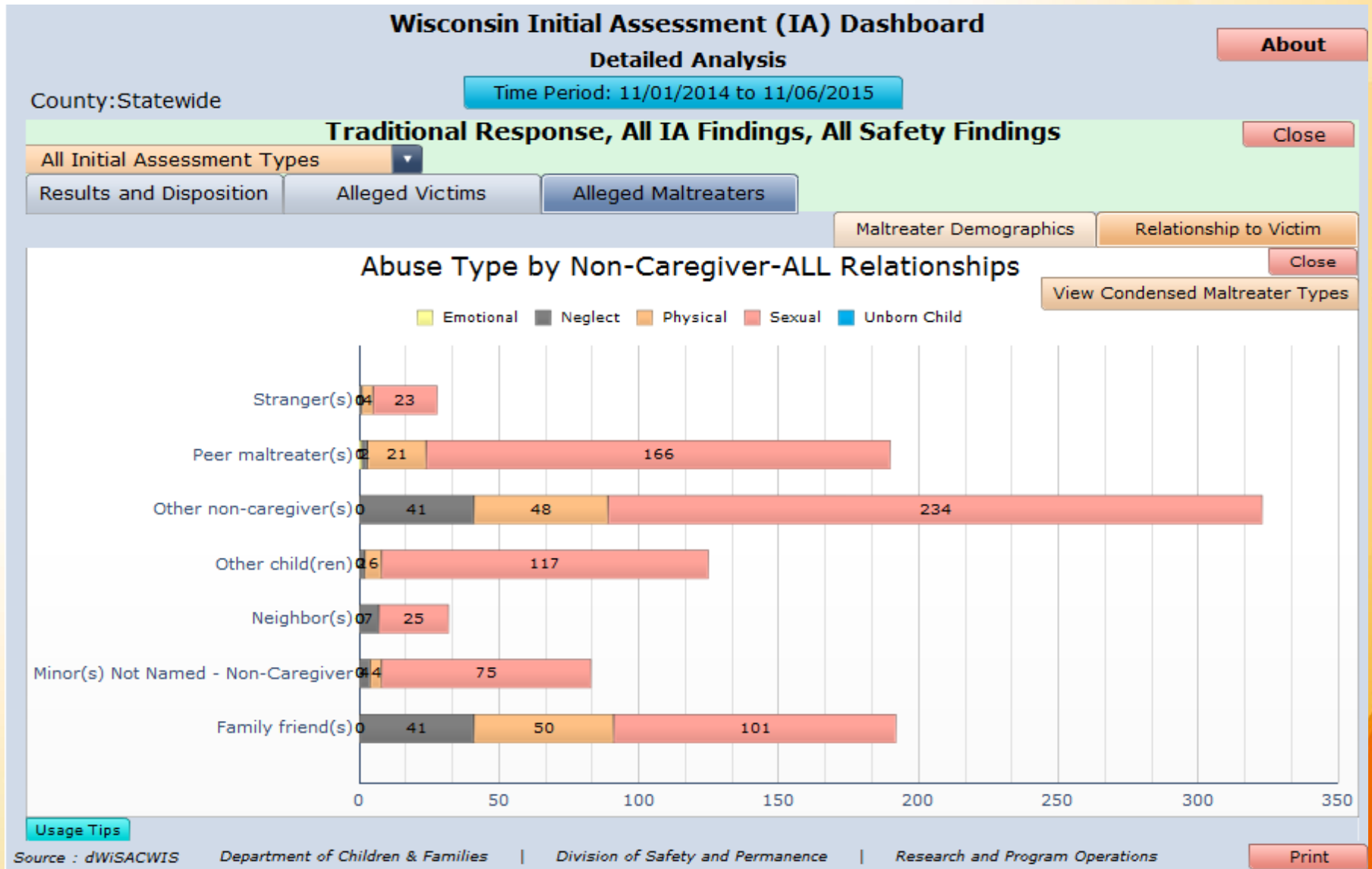
I.A. – Details Dashboard



I.A. – Details Dashboard



I.A. – Details Dashboard



Further Resources to Help Understand Your Data

- One-Page Descriptions of our most frequently used Child Welfare Reports
- Webinars
 - Three 10-minute webinars on how to use Excel
 - Basic: Inserting rows/columns, searches, copy/paste
 - Intermediate: Creating Pivot Tables, simple analyses
 - Description of information available in most-frequently used Child Welfare Reports
 - Will be made available on the eWiSACWIS homepage

Research Unit Contact Information

Safety and Well-Being Performance

Kelly Smithback

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**CPS Reports: Access & Initial
Assessments**

**Re-Referrals, In-Home Safety Services,
Reviews / Appeals
NCANDS Reporting**

Permanency & Placement Perf.

Colleen McGroarty

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Placement Characteristics

**Permanency Outcomes
AFCARS and NYTD Reporting
Independent Living**

Provider Performance

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Provider Characteristics

**Performance Based Contracting
Healthcare & Education Outcomes
Licensing Compliance
Rate Analysis**

Bureau of Safety & Wellbeing and eWiSACWIS Team Contact Information

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